# Maryland Department of Public Safety & Correctional Services Human Resources Services Division

Martin O'Malley
Governor

Anthony G Brown
Lt. Governor



Gary D Maynard
Secretary

John N. Flynn Executive Director

Recruitment & Examination Announcement

#### **CONTRACTUAL No Benefits**

**Recruitment For**: Computer Information Services Specialist II (C00208)

(Help Desk)

<u>Salary:</u> \$18.50 Per Hour - \$29.45 Per Hour <u>Entry Salary:</u> \$18.50 Per Hour - \$22.18 Per Hour

Closing Date: January 23, 2009

<u>Position Duties</u>: This is a contractual Help Desk position, responsible for providing outstanding customer service to the customers of DPSCS. The primary responsibilities include providing level one troubleshooting via telephone to internal and external customers, including the installation and configuration of software, password resets and first-line diagnosis/troubleshooting for computer hardware and software problems. Provides help desk problem resolution assistance using the Remedy Action Request System and an Automated Call Distribution system; performs related work as required.

### **Minimum Qualifications:**

**Education** - High School diploma or possession of a high school equivalency

certificate.

**Experience** - One year of experience evaluating, implementing and maintaining

microcomputer hardware and software.

Note: Experience responding to and resolving help desk calls from users

of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, data base or other applications may be substituted on a year-for-year basis for

the required education.

### Licenses, Registrations and Certificates:

Not Applicable.

## **Special Requirement**:

1. Applicants are subject to a criminal records check before appointment. A criminal conviction may be grounds for rejection of the applicant by the hiring agency.

### **Preferred Qualifications:**

1. Employees may be assigned duties that require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

## **TO APPLY**

Mail State Application (MS100 Form) to:

MD Department of Public Safety & Correctional Services Information Technology & Communications Division P.O. Box 5743 ATTN: B. Madden Baltimore, MD 21215-2342

Application forms (MS100) may be obtained from the Department of Public Safety & Correctional Services, 6776 Reisterstown Road, Suite 211, Baltimore Maryland 21215 by calling (410) 585-3112 or downloaded from www.dbm.maryland.gov.

**Equal Opportunity/ADA Employer**